



USERS COMMITTEE MEETING AGENDA

MONDAY, November 13, 2023

1400 hours

SCR9-1-1 Conference Room

495 Upper Park Road, Santa Cruz

- 1.0 CALL TO ORDER
- 2.0 ROLL CALL/INTRODUCTIONS
- 3.0 CONSIDERATION OF LATE ADDITIONS OR CORRECTIONS TO THE AGENDA
- 4.0 APPROVE MINUTES OF SEPTEMBER 11, 2023 MEETING
- 5.0 PUBLIC COMMENTS – Any person may address the Users Committee during its Public Comments period. Presentations must not exceed three (3) minutes in length, and individuals may speak only once during Public Comments. All Public Comments must be directed to an item not listed on today’s Regular Agenda. Users Committee members will not take action or respond immediately to any Public Comments presented, but may choose to follow up at a later time, either individually, or on a subsequent Users Committee Agenda.
- 6.0 REGULAR AGENDA
 - 6.1 Systems Division Update - Status Reports (Bloss)
 - 6.1.1 Motorola CAD Upgrade
 - 6.2 Coordination on Major Events Involving Fire and Law – Discuss (All)
 - 6.3 CAD/Mobile (Bloss)
 - 6.3.1 Mobiles
 - 6.3.2 Dashboards & Reports
- 7.0 OTHER ISSUES
 - 7.1 Approve the 2024 Meeting Schedule
 - 7.2 Users Reports at Board of Directors Meetings
 - 7.3 Users Survey
- 8.0 CORRESPONDENCE
- 9.0 ROUND TABLE
- 10.0 ADJOURNMENT AND NEXT MEETING
The next meeting is scheduled for Monday, **February 12, 2024** at 1400 hrs, immediately following the Law Users Subcommittee meeting.





USERS COMMITTEE MEETING MINUTES

September 11, 2023

1.0 CALL TO ORDER

Nee called the meeting to order at 1401 hours.

2.0 ROLL CALL/INTRODUCTIONS

A sign-in sheet was circulated and introductions were made.

Present:

USERS:

<u>Agency</u>	<u>Present</u>	<u>Absent</u>
Law:		
Capitola PD	Capt. Sarah Ryan	
Hollister PD		Capt. Eric Olson
San Benito SO		Cmdr. Silvestre Yereña
Santa Cruz PD	Lt. Gregg Crofts	
Santa Cruz SO	Undersheriff Chris Clark	
Watsonville PD	Capt. Donny Thul	
Fire:		
Boulder Creek		Chief Mark Bingham
Central FPD	Chief Jason Nee	
	DC Scott Cullen	
	DC Anthony Cefaloni	
Felton		Chief Robert Gray
Hollister		Captain Rico Fisher
		BC Phil Rossi
Santa Cruz	Chief Rob Oatey	
Scotts Valley/B40	Chief Mark Correia	
Branciforte		Interim Chief Nate Lackey
Watsonville	Chief Tom Avila	
Zayante		Chief Dan Walters
SC/SB AMR		Jeremy Boston
SC/SB HSA/EMS	Greg Benson	
	Kris Mangano	
CAL Fire		BC Valerie Watts

SCR911: Amethyst Uchida, Wolff Bloss, and Ashley Baldwin

OTHERS:

3.0 CONSIDERATION OF LATE ADDITIONS OR CORRECTIONS TO THE AGENDA

None.

4.0 APPROVE MINUTES OF JULY 10, 2023 MEETING

With a motion by Clark and second by Ryan, the minutes of July 10, 2023 were approved.

5.0 PUBLIC COMMENTS

None.

6.0 REGULAR AGENDA

6.1 Systems Division Update – Status Reports

6.1.1 Motorola CAD Upgrade

Bloss reported that Motorola expects to deliver the new hardware this year which he hopes will be installed in January followed by provisioning and testing with a go-live date in February. This will be a version upgrade from V4.5 to V4.6 and the user interface should be fairly similar to what is already in place. Uchida noted any new features will be forwarded to the Task Teams for review and dissemination. She hopes to have a detailed timeline by the November Users meeting.

6.2 Coordination on Major Events Involving Fire and Law – Discuss

- The group agreed the Wharf-to-Wharf event went well.
- Clark inquired of any feedback regarding the Active Shooter drill. Nee noted it was a fantastic drill and suggested, in the future, more advanced warning so NetCom dispatch staff could attend as well as encouraging more agency participation.

6.3 CAD/Mobile

6.3.1 Mobiles

Bloss reported some MDCs are being updated at several of the law agencies. The Axon installment is happening in Watsonville. Uchida noted, in the Fire/EMS meeting, Baldwin will be soliciting some participating in the Motorola groups that are related to the mobile. Baldwin noted, one of the goals in the task teams, is looking at technology other agencies are using and she encouraged the agencies to keep NetCom apprised.

6.3.2 Dashboards & Reports

No report.

7.0 OTHER ISSUES

7.1 Use of 9-1-1

Baldwin reported that dispatch has been informed by some Santa Cruz City workers that they have been directed to call 9-1-1 for low level issues. Uchida noted there is a limited capacity for the 9-1-1 lines and the intent is for emergency use. She would like NetCom to be involved in any conversations regarding the proper use of the 9-1-1 lines with city and county staff. Uchida informed the group that she plans on following up with the City Manager's office to see if this may have been a direction that came from that office.

8.0 CORRESPONDENCE

None.

9.0 ROUND TABLE

- Oatey reported on Santa Cruz Fire's upcoming Open House on Saturday, September 16.
- Avila reported on a GoFundMe for deceased GIS employee, Aaron Cole. He noted how productive Aaron was during the storms.
- Correira reported on a successful CPR save as well as a double fatality wreck and thanked the NetCom staff for their handling of these incidents.
- Correira reported on a repeater talk group for one specific building in Scotts Valley and noted he may be requesting permission, at a future meeting, to use Yellow there.
- Benson reported he is renewing the RediNet PO which is what the hospitals use to communicate if they are on diversion, or not. He noted Law has been added as a user of RediNet so they can choose to not go through NetCom to determine if telecare is on diversion. If Law agencies would prefer to go through NetCom, he will let the PO expire out next year. Clark confirmed that SCSO will continue to get this information from NetCom. Baldwin noted there was discussion, at the Law Task Team level, about this information being accessible on the MDCs. Benson reported the system will be available next year and there are some other situational features that could be useful.
- Uchida reported work continues in the new alerting system of building city and agency sub groups so people can handle their own call outs. Work continues with the vendor to get additional training and some layers pre-built.

10.0 ADJOURNMENT / NEXT MEETING

The meeting adjourned at 1424 hours. The next regularly scheduled meeting will be Monday, **November 13, 2023** at 1400 hours.

Minutes by: Beth Wann, SCR911 Office Supervisor



Date: November 13, 2023
To: Users Committee Members
From: Beth Wann, Office Supervisor **BW**
Subject: APPROVE 2024 USERS COMMITTEE MEETING SCHEDULE

RECOMMENDATION:

Approve the Users Committee Meeting Schedule for calendar year 2024 as follows:

Monday, February 12, 2024	1400 hours	Netcom
Monday, March 11, 2024	1400 hours	NetCom
Monday, May 13, 2024	1400 hours	NetCom
Monday, July 8, 2024	1400 hours	NetCom
Monday, September 9, 2024	1400 hours	NetCom
Monday, November 11, 2024	1400 hours	NetCom

DISCUSSION:

The proposed meeting schedule for calendar year 2024 would continue holding meetings about every other month on the **second Monday of each month preceding a JPA Board meeting.**

There would be no January meeting; instead meeting in February to allow presentation of the 2023 Annual Report to User agencies prior to the February 22, 2024 Board meeting.

The Law Enforcement subcommittee will continue to meet at 1330 hours, followed by the Users' meeting at about **1400** hours, and the Fire/EMS subcommittee will continue to meet immediately after the Users meeting at about **1430** hours.



- Exact location, description and identification of the helicopter landing zone
- Geographical conditions
 - forest
 - cleared areas
 - canyons
 - water
 - latitude and longitude, if known
- Weather problems, if any
 - fog
 - wind
- Unusual hazards, if any
 - power lines
 - wildland fire
- Assigned tactical frequency for ground/air communication

~~1.0~~ Cancellation of Air Rescue

~~3.0~~

- ~~1.1~~ The Incident Commander has the authority to cancel a field requested air rescue.

~~3.1~~

- ~~3.2~~ Any provider ~~The Coast Guard Air Station—Monterey~~ may cancel or refuse an air rescue because of hazardous conditions. The ~~helicopter~~ pilot has final authority to continue or cancel an air rescue if there is any question about the safety of a mission.